

Total Quality Management as a Need

In a coherent economic system the quality of products and services is of an essential nature, as it defines their materialization on the market.

In concrete situations it is not enough to wish and to direct the team efforts, but it is rather necessary to create competencies and to define attitudes which we need to apply in real contexts. As part of the quality system, the Total Quality Management (TQM) represents a pretentious yet extremely useful milestone.

The principles of the quality management, namely:

- focus on customers;*
- correct attitude;*
- communication and training;*
- evaluation, monitoring and control;*
- team work*

should be permanently applied because they each represent a prerequisite that is necessary, yet insufficient for the final success.

At the moment of introducing TQM it is highly important to be aware of the need of introducing such system. Why is change needed? Do we intend to empower the employed personnel, or to reduce errors? Or is it to ensure client loyalty? Without a precise goal, the system would lack direction. We should create a distinction between fashion and need and in the same time to create a system architecture under an optimal shape-content rapport.

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